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IN THE CLAIMS:

Please substitute the following claims for the same numbered claims in the application"

1. (Currently Amended) A method of providing a support service for a messaging system, the method comprising ~~the steps of:~~
 - (a) receiving a message for a user;
 - (b) sending a notification to the user informing the user of receipt of the message; and
 - (c) receiving one or more ~~predetermined~~ directions from the user in response to the notification to the user, each of the directions instructing one or more correspondingly predetermined actions in relation to the message[.], wherein said predetermined actions comprise appending one message to another message.
2. (Original) The method as claimed in claim 1, wherein the user can access the message from a first device, and the user receives the notification using one or more second devices different from the first device.
3. (Original) The method as claimed in claim 1, wherein the user is connected with a first communications network, and the message is received from a second communications network different from the first communications network.
4. (Currently Amended) The method as claimed in claim 1, wherein the predetermined actions comprise one or more of the following:

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- (i) ~~appending to the message;~~
 - (ii) deleting the message;
 - (iii) forwarding the message to one or more third parties;
 - (iv) specifying the duration for which the message is to be retained;
 - (v) redirecting the message to an electronic mail address;
 - (vi) redirecting the message to a facsimile machine; and
 - (vii) printing and delivering the message to a specified address.
5. (Currently Amended) The method as claimed in claim 1, further comprising ~~the steps of:~~
- (i) generating summary information based on the content of the message; and
 - (ii) including the summary information in the notification to the user.
6. (Currently Amended) A messaging system comprising:
- (a) means for receiving a message for a user;
 - (b) means for sending a notification to the user informing the user of receipt of the message; and
 - (c) means for receiving one or more ~~predetermined~~ directions instructing one or more correspondingly predetermined actions in relation to the message[.], wherein said predetermined actions comprise appending one message to another message.
7. (Currently Amended) A computer software program, recorded on a medium and capable of execution by computing means able to interpret the computer software program, the computer

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software program comprising:

- (a) software code for receiving a message for a user;
- (b) software code for sending a notification to the user informing the user of receipt of the message; and
- (c) software code for receiving one or more predetermined directions from the user in response to the notification to the user, each of the direction instructing one or more correspondingly predetermined actions in relation to the message[[.]], wherein said predetermined actions comprise appending one message to another message.

Please add the following new claims to the application:

8. (New) The method as claimed in claim 1, wherein said message comprises a voice message.
9. (New) The method as claimed in claim 8, further comprising:
 - converting said voice message into text; and
 - transmitting said text in said notification to said user,
 - wherein said predetermined actions comprise appending text from one voice message to text of another voice message.
10. (New) The method as claimed in claim 1, further comprising said user performing actions on said message prior to retrieving said message.

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11. (New) The method as claimed in claim 1, further comprising communicating with a ~~computerized~~ billing system after sending said notification to said user.

12. (New) The messaging system as claimed in claim 6, wherein said message comprises a voice message, and wherein said messaging system further comprises:

means for converting said voice message into text; and

means for transmitting said text in said notification to said user,

wherein said predetermined actions comprise means for appending text from one voice message to text of another voice message.

13. (New) The computer software program as claimed in claim 7, further comprising software code for allowing the user to access the message from a first device, and allowing the user to receive the notification using one or more second devices different from the first device.

14. (New) The computer software program as claimed in claim 7, further comprising software code for connecting the user with a first communications network, and allowing the message to be received from a second communications network different from the first communications network.

15. (New) The computer software program as claimed in claim 7, wherein the predetermined actions comprise one or more of the following:

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software code for deleting the message;

software code for forwarding the message to one or more third parties;

software code for specifying the duration for which the message is to be retained;

software code for redirecting the message to an electronic mail address;

software code for redirecting the message to a facsimile machine; and

software code for printing and delivering the message to a specified address.

16. (New) The computer software program as claimed in claim 7, further comprising:

software code for generating summary information based on the content of the message;

and

software code for including the summary information in the notification to the user.

17. (New) The computer software program as claimed in claim 7, wherein said message comprises a voice message.

18. (New) The computer software program as claimed in claim 17, further comprising:

software code for converting said voice message into text; and

software code for transmitting said text in said notification to said user,

wherein said predetermined actions comprise software code for appending text from one voice message to text of another voice message.

19. (New) The computer software program as claimed in claim 7, further comprising

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software code for allowing said user to perform actions on said message prior to retrieving said message.

20. (New) The computer software program as claimed in claim 7, further comprising software code for communicating with a billing system after said notification is sent to said user.

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